



# Our Story

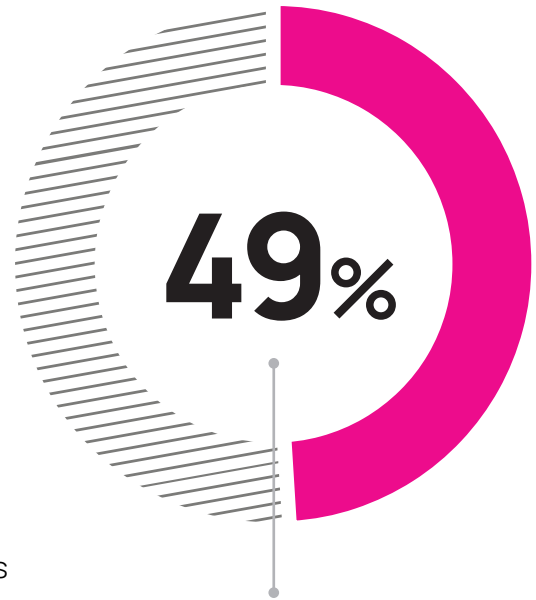
Where People Heroes Grow™

**isolved™**

# The Employer-Employee Relationship is Evolving

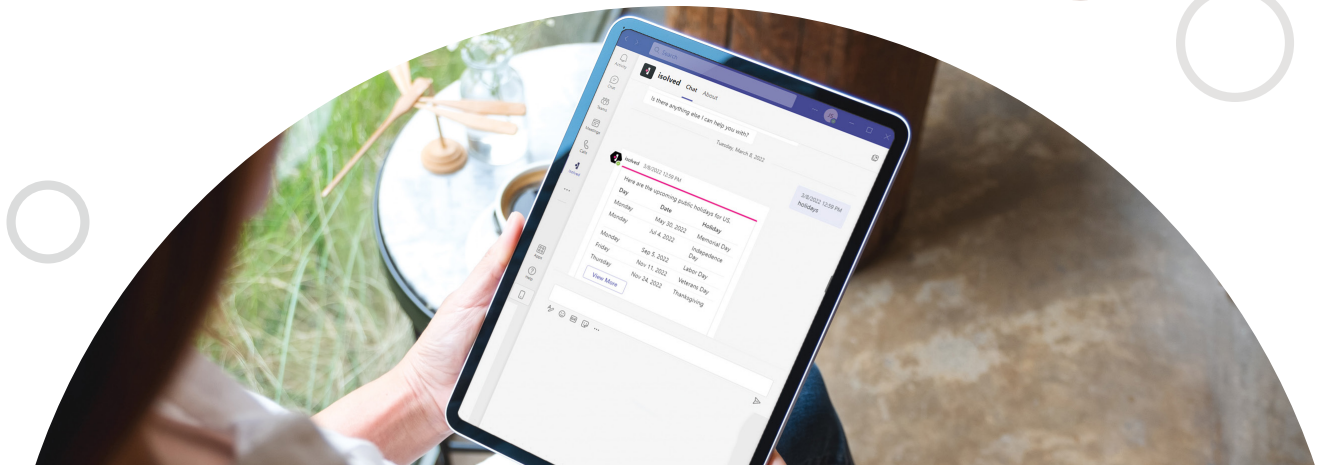
What kind of company do I want to work for? How important is work-life balance? Does the company's mission align with my values? **Employees everywhere are pondering these same questions.** Burnout is widespread, and employees are looking at employers differently – as they seek to find more fulfilling jobs. Maybe that's why you're here now, reading isolved's story and considering if you want to be part of our next chapter.

Where we come in from a software and services perspective, is to help organizations navigate the evolution of human resources (HR). Once looked at as a function to ensure compliance and manage core business responsibilities like scheduling, benefits and payroll, **HR departments are now also playing a critical role in elevating employee experience** to align with employees' core values, support their wellbeing (financial, emotional, physical, spiritual, professional), grow their professional careers, and give them the right tools and resources to feel and perform their best. Enter isolved – and, like the HR leaders we support, our story has evolved too.



**“49% of employees are looking for a new job this year.”**

Source: isolved's 2023 HR Trends Report





## What We Do

Let's start at the beginning, shall we? isolved originally entered the market in 1986 specifically to help businesses navigate the advent of the Consolidated Omnibus Budget Reconciliation Act better known as COBRA, which gave workers and their families who lost their health benefits the right to choose to continue those benefits for a period of time. **Almost 40 years later, isolved is still one of the largest providers of such benefits nationwide.**

Then, in 2012, the first version of isolved's human capital management (HCM) platform came to market initially focused on payroll and time clock solutions. This platform has grown in sophistication and scope ever since, and is now known as isolved People Cloud.



Our powerful, intelligently connected HCM technology is delivered directly to our customers as well as our extensive partner community, known as isolved Network. What's more, it's complemented by a range of HR, insurance, financial wellness and benefit services. **Combined, our solutions serve about 168,000 employers and over 6 million employees nationwide!**

While our company grows and our solutions continue to evolve, **we continue to stay true to our mission, vision and purpose** — all of which prioritize helping our customers and partners achieve their goals and support their workforces.

• **isolved** Network

• **isolved**™





# Our Mission, Vision and Purpose

## **Mission:**

To provide the modern workforce with a future-proof platform to deliver awesome outcomes fast.

## **Vision:**

To enable customers to exceed their goals through transformational employee experience.

## **Purpose:**

At isolved, we're working toward a better today and a better tomorrow. We believe the future of work is about delivering the right combination of software and services so that payroll, benefits and HR professionals – the heroes behind the heroes – can free themselves to exceed their goals, transform employee experience and grow their careers.



## Who We Support

Our customers and partners, who we refer to as People Heroes, span the United States and range from small businesses to large enterprises and nonprofits to franchisees – just look at the logos featured here for reference. In fact, part of what makes isolved so unique is that our technology and services scale with the needs of each People Hero, regardless of their business's size or industry.

Crescent Community Health Center (CCHC), for example, turned to isolved when they needed a platform that could grow with their organization and their HCM maturity.

“One thing I appreciate is how we’ve built isolved for our company. We didn’t try to bite it off all at once.”  
- Mary Kay Kirgis, CCHC’s Human Resources Generalist

Southeast Mississippi Rural Health Initiative (SeMRHI), on the other hand, leveraged isolved to replace paper processes with automated ones.

“We no longer have to wait for an employee to come in the building to fill out an I-9 form or direct deposit. They can do all of that virtually even before they step in the door.”  
- Kimberly Crawford, SeMRHI’s Director of Human Resources

And yet another success story comes from Pride Restaurant Group, a Panera Bread and Burger King franchisee who saved 32 hours a month with isolved’s single system of record for payroll and onboarding.

Ensuring People Heroes are equipped with the right tools is how we help them reach their goals – and the results are rewarding. The work we do employs people, supports their families, delivers their benefits and makes a real difference in communities across the country.



NATIONAL WOMEN'S SOCCER LEAGUE



## A Winning Culture

At isolved we also drink our own champagne, meaning **we use all of our own HCM technology internally** and we've used it to grow our company more than 50 percent in the last 18 months. We now have close to 2,400 employees with eight offices across the United States – and the growth continues. We'd love for you to be part of it.

**We believe our experience starts the minute you apply – providing a modern, consumer-like application process and all the way through the onboarding experience.**

We welcome new employees with the resources needed to accelerate their professional development, including a catalog of over 20,000 learning courses within isolved People Heroes University. **Employees also have access to individualized career development plans and career mapping** as part of our core belief that individual growth directly contributes to our ability to meet and exceed our company-wide goals. This has led us to adopt our “Win as One” philosophy internally, because together we share in each other's accomplishments through teamwork and shared purpose. In fact, these are our cultural values:



### Culture of Performance:

We strive for excellence and are committed to achieving tangible and impactful results in all our endeavors. We set the bar high and overachieve.

### Teamwork:

We intentionally foster a culture of collaboration where effective communication, transparency, and the combined strengths and individuals create a dynamic and cohesive working environment.

### Integrity and Trust:

Our foundation rests on unwavering integrity and trust. We conduct ourselves with integrity to build enduring relationships.

### Experience-Centric Focus:

Our decisions and actions are guided by a relentless commitment to deliver exceptional value and experiences for our employees, customers, and partners.

Our culture also drives our reputation. One of our proudest achievements is being awarded the Top Workplaces accolade, as it is based entirely on feedback from our own employees. We also earned recognitions from Top Workplaces for innovation and work-life flexibility.



## Supporting Super Teams

While we have a lot of wins internally, we also support our People Heroes' wins externally. We're driven to help them achieve – and exceed – their goals. As such, we refer to ourselves as their Sidekicks. After all, every great People Hero needs a sidekick available to support them – whether they are saving a client from a compliance disaster or fostering better employee experiences within their organization.

Part of the support we provide as Sidekicks is our People Heroes Community, which is an online resource where our customers and partners can connect with each other, share their experiences and source advice. And they get rewarded for doing so!

Our People Heroes program also features four mascots who have “superpowers” similar to those our customers and partners use every day to support their teams.



Meet our People Heroes mascots:

## Sam Solvers

Superpower: Solving challenges

Going above and beyond to exceed expectations, Sam works with tactics, technology and teammates to jump over any problem in a single bound.

## Charlie Champion

Superpower: Champions people

Need some motivation? Just ask Charlie for help. As a true team player, Charlie has the strength to lift others up and work with peers to elevate their careers.

## Robin Records

Superpower: Conquers every goal

Winning is sweeter when you do it together, which is why Robin brings a “win as one” attitude, a feeling of gratitude and employee experience aptitude to the workplace.

## Jo Just

Superpower: Ever-evolving

Just ask Jo what the next action step is and you're sure to stay leaps ahead of the competition. Jo especially has an eye for fairness, friendliness and firmness.



## Advocacy and Accolades

We work hard to support our People Heroes, and in return they're eager to advocate for us by sharing their isolated experiences. Their reviews drive many of the awards and accolades we receive, from being named a Leader for HCM software with G2 Crowd to being rated number one in user experience and vendor satisfaction within Sapient Insights Group's HR Systems Survey. We've even been named the most-loved company by TrustRadius.

Industry analysts are singing our praises too. Staunchly independent firms like Gartner, Forrester, IDC, Brandon Hall Group, NelsonHall, Nucleus Research, 451 Research and more regularly include isolated in their evaluations and research. In fact, we're featured in the 2023 HCM Value Matric from Nucleus Research, as well as included within Gartner's Market Guide for HCM Vendors, named a Major Player in IDC MarketScape for Talent Acquisition and recognized as a Leader in NelsonHall's evaluation of HCM providers.

These recognitions not only provide us credibility, but also validate our amazing customer experience – an experience we support with our isolated People Heroes Community. This vibrant online resource provides our People Heroes with a place to connect with like-minded professionals, source advice, socialize with peers and share their isolated tips and tricks.



## How We Go To Market

### So, what kinds of solutions do we provide exactly?

isolved People Cloud is a comprehensive solution that addresses talent acquisition, HR, payroll, benefits, workforce and talent management – or another way to look at it is HCM processes that support the entire employee journey.

On the employee side, isolved People Cloud improves experiences by offering **self-service tools that empower individuals** to independently elect their benefits, review their pay history, collaborate with their colleagues and engage with **online learning as well as participate in giving and volunteering opportunities**. On the administrator side, we differentiate ourselves with five pillars.

We surround People Cloud with a range of value-added services from HR augmentation to third-party administration (TPA) services such as retirement, insurance and benefit services. All of this makes isolved one of the **most comprehensive HCM and employee experience** companies in the market.

**Our dedicated Network partners**, which include payroll bureaus, administrative service organizations and professional employer organizations, expand our reach even further, exclusively offering isolved People Cloud to their clients who also use it to transform their employee experience too.

We even offer industry-specific versions of our software today to better support our customers in our target industries, such as healthcare services, professional and business services, hospitality and manufacturing. This is important because it enables us to support our People Heroes' unique needs so they can more easily achieve their goals.



**OUR  
POWER POSITIONS**  
**isolved**



# People Are At the ♥ of What We Do

isolved is one of the **most exciting and fastest-growing brands** in the market today. From our People Heroes mascots giving high-fives at customer roadshows or industry events, to the awards we continue to earn, there's a palpable buzz about isolved.

## We're prepared for the future of work today – for our customers, our People Heroes and ourselves.

For more information regarding our culture, values, job descriptions, inclusion programs and career development opportunities or to **reach our talent acquisition team directly**, please visit our website at [www.isolvedhcm.com/careers](http://www.isolvedhcm.com/careers).





# Making future HR Heroes, today.

The power of isolved,  
the power of YOU!

**isolved**<sup>™</sup>

[www.isolvedhcm.com](http://www.isolvedhcm.com)